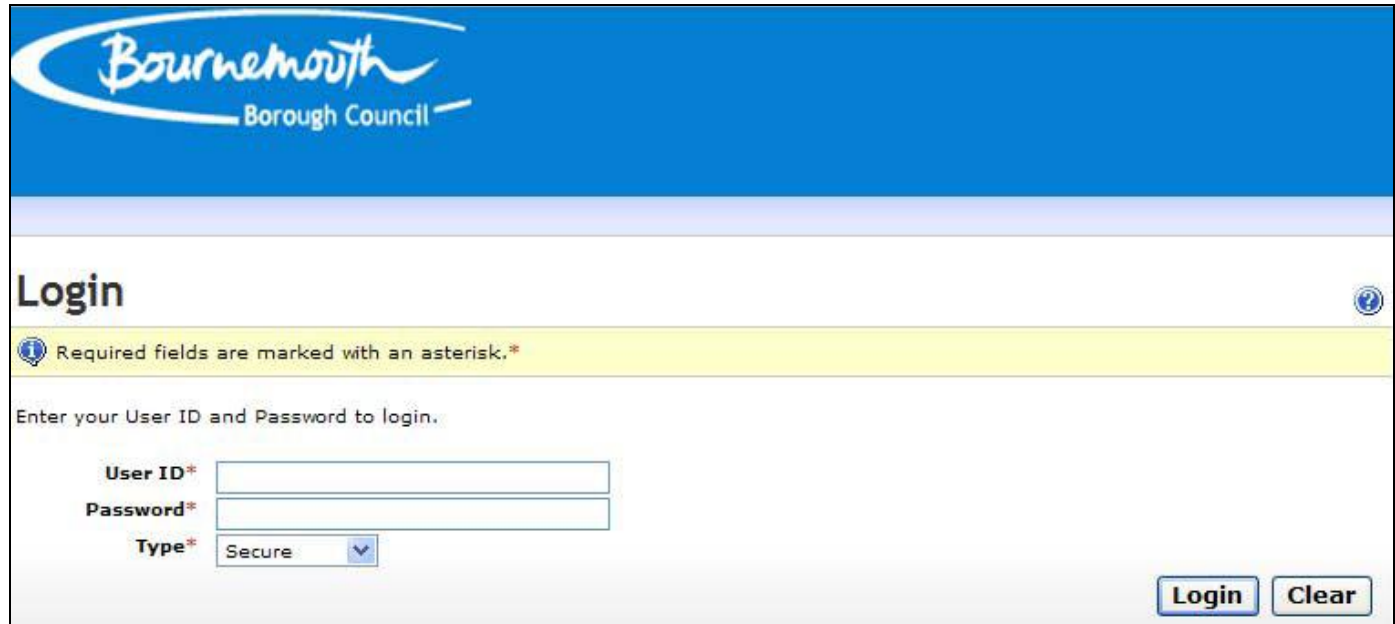


## Bournemouth Borough Council Online Portal Self Service User Guide - Landlord View

Go to the login screen at [www.bournemouth.gov.uk/openaccess](http://www.bournemouth.gov.uk/openaccess)

The portal will allow you to view your records online.

This service will not be available 04:00 – 07:00 (Monday to Friday)



The screenshot shows the login interface of the Bournemouth Borough Council Online Portal. At the top is the council's logo. Below it, the word "Login" is displayed. A yellow banner contains the text: "Required fields are marked with an asterisk.\*". Below this, a message says "Enter your User ID and Password to login." There are three input fields: "User ID\*" (text box), "Password\*" (text box), and "Type\*" (a dropdown menu currently set to "Secure"). To the right of these fields are two buttons: "Login" and "Clear".

User ID :- <as specified in your email>

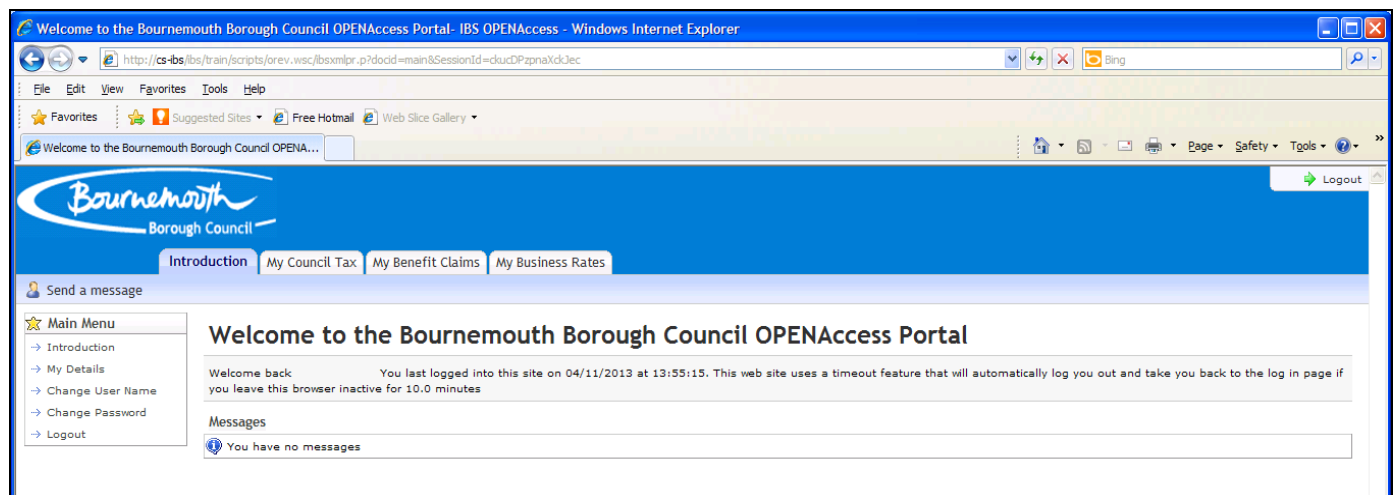
Password :- <as specified in your letter>

Type :- <SECURE>

Select <LOGIN>

### Introduction

This page allows the Revenue and Benefits Service to send you information that may relate to your Housing Benefit, Council Tax Benefit and Council Tax Reduction. These will appear as messages on this page. Once you have read the record you will be able to click that you have read the message. This will remove it.



The screenshot shows the main dashboard of the Bournemouth Borough Council OPENAccess Portal. The browser window title is "Welcome to the Bournemouth Borough Council OPENAccess Portal- IBS OPENAccess - Windows Internet Explorer". The address bar shows a URL starting with "http://cs-bb/bs/train/scripts/orev...". The page has a blue header with the council logo and navigation tabs: "Introduction", "My Council Tax", "My Benefit Claims", and "My Business Rates". Below the header, there is a "Send a message" link. On the left is a "Main Menu" with links: "Introduction", "My Details", "Change User Name", "Change Password", and "Logout". The main content area is titled "Welcome to the Bournemouth Borough Council OPENAccess Portal" and contains a welcome message with a timestamp: "Welcome back You last logged into this site on 04/11/2013 at 13:55:15. This web site uses a timeout feature that will automatically log you out and take you back to the log in page if you leave this browser inactive for 10.0 minutes". Below this is a "Messages" section with the status "You have no messages".

As part of the introduction page there is a MAIN MENU, this allows you to see the details held by the Revenue and Benefits Service and change your username, password. You are also able to update your contact details from <My Details> If you do notice a discrepancy please contact our office at

[Revenue&Benefits@bournemouth.gov.uk](mailto:Revenue&Benefits@bournemouth.gov.uk).

## My Details

**Bournemouth**  
Borough Council

Introduction My Council Tax My Benefit Claims My Business Rates

★ Main Menu  
→ Introduction  
→ My Details  
→ Logout

### Personal Details

Personal Details:

Title: Mr  
Initials: J  
Forenames:  
Surname:  
Date of Birth: 16/09/1925  
NI Number: R

Contact Details:

Phone Number: None  
Email Address: .uk  
Mobile Number: None  
Fax Number: None

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The logout function is available from this menu and via the top right hand corner. This web site uses a timeout feature that will automatically log you out and take you back to the log in page if you leave this browser inactive for 10 minutes.

## Change my Contact Details

| Contact Details: |       | <a href="#">Change Contact Details</a> |
|------------------|-------|----------------------------------------|
| Phone Number:    | 01202 |                                        |
| Email Address:   | .uk   |                                        |
| Mobile Number:   | 077   |                                        |
| Fax Number:      | None  |                                        |

Your Contact details are held under four sub-types (Phone, Mobile, Fax, Email), these can be updated by using <Change Contact Details>

 [Logout](#)

[Introduction](#) [My Council Tax](#) [My Benefit Claims](#) [My Business Rates](#)

Send a message

★ Main Menu

[→ Introduction](#)  
[→ My Details](#)  
[→ Change User Name](#)  
[→ Change Password](#)  
[→ Logout](#)

### Change Contact Details

[Return to My Details](#)

Name

Mr

Phone Number

Details: 01202

Action: Change

Go

Mobile Number

Details: 077

Action: Change

Go

Fax Number

Details: None

Action: Change

Go

Email Address

Details: .uk

Action: Change

Go

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|        |        |
|--------|--------|
| Action | Change |
|        | Change |
|        | Add    |
|        | Delete |

**Change -** Change an existing record held by us  
**Add -** Add additional contact details  
**Delete -** Remove contact details held by us.

Choose the action you want to take and select <Go>

Depending on the option you select the screen will present an additional field for you to complete

### Add

| Add Telephone Number |                      |
|----------------------|----------------------|
| Telephone Number     | <input type="text"/> |
|                      | <a href="#">Add</a>  |

### Change

| Change Telephone Number |                        |
|-------------------------|------------------------|
| Telephone Number        | 01202                  |
|                         | <a href="#">Change</a> |

## Delete

|                         |                                       |
|-------------------------|---------------------------------------|
| Delete Telephone Number |                                       |
| Telephone Number        | <input type="text" value="01202"/>    |
|                         | <input type="button" value="Delete"/> |

## Change USER Name

This page allows you to change your user name to one of you may find easier to remember.

Change User Name - IBS OPENAccess

http://cs-ib/bs/train/scripts/orev.wsc/ibsmplr.p?docid=chgusrn&SessionId=cucDPapna/cdJec

File Edit View Favorites Tools Help

Change User Name - IBS OPENAccess

Logout

Bournemouth Borough Council

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Send a message

Main Menu

- Introduction
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### Change User Name

**Name**

Required fields are marked with an asterisk.\*

Current User Name: CHGUSERNAME

New User Name:

Change

The system will confirm that the user name entered has not already been used and will display the following message if the update has been accepted.

|  |                                                |
|--|------------------------------------------------|
|  | Required fields are marked with an asterisk.*  |
|  | Your Username has been successfully changed to |

Your previous user name will cease to function **with immediate effect.**

If the user name has already been used the following message will be displayed, please choose another username.

|  |                                                  |
|--|--------------------------------------------------|
|  | Required fields are marked with an asterisk.*    |
|  | Username CHGUSERNAME is in use. Please try again |

## Change Password

This page allows you to change your password to one of you may find easier to remember.

Change User Password - IBS OPENAccess - Windows Internet Explorer

http://cs-bs/bs/train/scripts/forev.wsc/bsxmlpr.p?docid=chgpwd&SessionId=fjkbgacjvjak

File Edit View Favorites Tools Help

Change User Password - IBS OPENAccess

Bournemouth Borough Council

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Send a message

Main Menu

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### Change User Password

Name

Required fields are marked with an asterisk.\*

Current Password:\*

New Password:\*

Verify Password:\*

Enter New Keyphrase:\*

Change

To change your password simply enter your current or intial password <CURRENT PASSWORD>

Your new password must be between 8 and 12 characters long and contain at least one number, you need to enter this twice to confirm the change.

A keyword is also required as a way of helping you remember your password. (This is limited to 30 characters)  
For example: Favourite Fruit

Reason why your new password would fail verification

- ⚠ The password must contain at least one digit - try again
- ⚠ The password length is too short and must be between 8 and 12 characters long. Try again
- ⚠ You have entered an incorrect Current Password. Please try again.

Password updated.

- 🔔 Your Password has been sucessfully changed.

## My Benefit Claims

This allows you to see all Housing Benefit records for any tenant where you receive the payments directly from US.

**Bournemouth Borough Council**

Introduction My Council Tax **My Benefit Claims** My Business Rates

Find Claim

**Main Menu**

- Introduction
- My Details
- Change User Name
- Change Password
- Logout

### Housing and Council Tax Claim Details

Name

Please Select A Claim [Or View Payment Summary](#)

Claim Status: All

| Reference | Claim Address | Claim Status | Household Member Type |
|-----------|---------------|--------------|-----------------------|
| 3505      | Mr S          | Current      | Landlord              |

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The view Payment Summary – Allows you to see a breakdown of your last 10 payments (covered later on in this guide)

The filter enables you to isolate specific “Claim Status” Current, Suspended, Old, Pending and Unsuccessful

Current – Live cases

Suspended – Suspended cases

Old – Closed cases

Pending – Awaiting processing

Unsuccessful – Not eligible

The reference (also known as the Claim Reference) is shown in blue. This allows you to gain further information on this account.

**“Find Claim” – just above the Main Menu.**

This allows you to search for a claim using the road name and postcode.

**Bournemouth Borough Council**

Introduction My Council Tax **My Benefit Claims** My Business Rates

Find Claim

**Main Menu**

- Introduction
- My Details
- Change User Name
- Change Password
- Logout

### Landlord Search - Find A Claim

Name: Sun

Address Line 1

OR

Post Code

**Find** **Clear**

**Search Results**

There are no claims for the search criteria

**Bournemouth Borough Council**

Introduction | My Council Tax | **My Benefit Claims** | My Business Rates

**Main Menu**

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## Housing Benefit and Council Tax Claim Details

**Name**  
Claim Ref 3505

**Claim Details** [Select Claim](#)

Benefit Claim Details for Claim: 3505 in respect of Su who is a Landlord on this claim.  
The claim is for Private Tenant Rent Only at Flat 1st Floor, 22

**Payments**

The next Housing Benefit payment is due on 30/11/2014 and is due to be paid to Su  
The amount due to be paid is £606.00  
[View your Housing Benefit Payments](#)

**Entitlement**

The current weekly amount of Benefit/Reduction is:

**Housing Benefit** £151.50 [View Housing Benefit entitlement details](#)  
**Council Tax** Not Applicable

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This screen will show you what the next payment will be and when it is going to be paid. (note this may take a few days to reach you depending on the method of payment)

### Payments

**View your Housing Benefit Payments** - This shows payments made to you, amount paid, date paid, period covered and who received the payment. In addition you can see a breakdown of the payment by selecting [Earlier Payments](#)

**Bournemouth Borough Council**

Introduction | My Council Tax | **My Benefit Claims** | My Business Rates

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## Housing Benefits Payment Details

**Name** Miss  
**Claim Ref** 3407

**Claim Address** [Claim Details](#)

**Address** Road, Bournemouth,

**Payment Details** [Earlier Payments](#)

| Expand Details                                                                                                                                                 | Period Start | Period End | Payee    | Date Paid  | Amount |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------|----------|------------|--------|
| +                                                                                                                                                              | 25/03/2013   | 21/04/2013 | Claimant | 15/04/2013 | 508.42 |
|                                                                                                                                                                | 25/02/2013   | 24/03/2013 | Claimant | 18/03/2013 | 506.88 |
| <p><b>Paid to</b> Miss</p> <p><b>Cheque No</b> 885</p> <p><b>Date Sent</b> 20/03/2013</p> <p><b>Date Cashed</b> 27/03/2013</p> <p><b>Amount due</b> 506.88</p> |              |            |          |            |        |
| +                                                                                                                                                              | 28/01/2013   | 24/02/2013 | Claimant | 18/02/2013 | 506.88 |
| +                                                                                                                                                              | 31/12/2012   | 27/01/2013 | Claimant | 21/01/2013 | 506.88 |
| +                                                                                                                                                              | 03/12/2012   | 30/12/2012 | Claimant | 17/12/2012 | 506.88 |

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Done Local intranet 100%

You can view earlier payments by selecting

[Earlier Payments](#)

## Entitlement

### Housing Benefit (view Housing Benefit entitlement details)

[Logout](#)

[Introduction](#) [My Council Tax](#) [My Benefit Claims](#) [My Business Rates](#)

★ Main Menu

- Introduction
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### Housing Benefits Entitlement Details

**Name** Su  
**Claim Ref** 3505

**Claim Address** [Claim Details](#)

**Address** Flat 1st Floor, 22

**Entitlement Details**

| Expand Details            | Period Start | Period End | Weekly Benefit |
|---------------------------|--------------|------------|----------------|
|                           | 28/09/2014   | Ongoing    | 151.50         |
| <b>Total Rent Benefit</b> |              |            | 151.50         |

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This shows you a summary of entitlement (per period) for your tenant (note this is only where you are a direct payee)

### Payment Summary

[Logout](#)

[Introduction](#) [My Council Tax](#) [My Benefit Claims](#) [My Business Rates](#)

★ Main Menu

- Introduction
- My Details
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### Landlord Payments

**Name:** Su

**Last 10 Payments** [Select A Claim](#)

| Cheque No | Paid       | Payee Name | Payee Address | Type | Amount Status |
|-----------|------------|------------|---------------|------|---------------|
| 900538    | 03/10/2014 | Sun        | Fox           | CH   | 173.14Sent    |

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This will provide a list of payment made (the last 10), a further breakdown is available using the adjacent link



Logout

IntroductionMy Council TaxMy Benefit ClaimsMy Business Rates

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## Landlord Payments

Name: Sun

Cheque Details

Cheque

900558

Date Paid

03/10/2014

Payee Name

Sun

Payee Address

Fox

Amount

173.14

Status

Sent

[Payment Summary](#)

Claims Paid

| Claim No             | Claimant | Address        | Amount |
|----------------------|----------|----------------|--------|
| <a href="#">3505</a> | Mr S     | Flat 1st Floor | 173.14 |

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You can link back to the individual claim using the hyperlink.